

Enterprise Information Services Duty Statement

Section:	Enterprise Information Services
Unit:	Various
Position	065-VAR-9993-902
Classification:	Mechanic and Technical Occupational Trainee
Revised Date:	06/01/2016

Supervision:

The Mechanical and Technical Occupational Trainee (MTOT) will work under close supervision of the hiring supervisor/manager in a training capacity while providing support to Enterprise Information Services (EIS).

Knowledge and Abilities:

This is an entry-level, non-testing position where the MTOT will perform duties in a training capacity. The incumbent must demonstrate the ability to learn and perform unskilled and semi-skilled work in a mechanical or technical occupation and to read Basic English at a level necessary for successful participation in on-the-job training and work assignments. The incumbent must be able to drive to other Department work locations on an as needed basis. The MTOT must be able to perform the duties required of this position such as crouching, standing, kneeling, and lifting, up to 50 pounds, is required.

Duties include the following:

45%	IT Support and Customer Support
<ul style="list-style-type: none">• Assist in the creation of information technology (IT) project concepts/plans and with the tracking of deadlines.• Assist with the design, maintenance, and customization of SharePoint, Intranet, and Internet sites, lists, and documents to support day-to-day business operations.• Assist with development of IT applications and/or written documentation, procedures, and reports using Microsoft tools and SharePoint.• Assist with monitoring scheduled jobs and back-ups.• Assist with coding, testing, installation, and migration to production environment.• Assist with telecommunications activities necessary to support the organization.• Learn to enter requests, monitor tickets, determine priority, research and isolate causes, and coordinate with program staff, vendors, and property management to provide first-level support and completion of IT customer issues and requests.• Work with IT project teams to develop solutions for common maintenance problems.• Provide less complex technical support to California Department of Corrections and Rehabilitation (CDCR) customers as it relates to IT hardware, software, network, and infrastructure monitoring, as well as CDCR mission critical applications.• Assist with data collection related to e-Discovery and Public Records Act Requests.	

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- Assist with facility walkthroughs, safety checks, and resolution of elementary issues related to EIS facility needs.
- Learn the proper use and care of mechanical and processing equipment and machines.
- Assist with repair, maintenance, installation, and operation of all components of the IT system and peripheral equipment (except mainframe consoles).

40%	Data Entry and Reporting
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- Assist in research, preparation, and presentations for users, CDCR management, and outside entities.
- Assist with the development of agendas, meeting minutes, presentation materials, and tracking of action items.
- Assist with coordination and scheduling of project tasks and meetings.
- Input data, verify/validate, and use data to complete reports.
- Collaborate with program staff and management to gather status updates and create reports for submission to management.
- Monitor inventory, obtain vendor quotes, and create purchase requisitions.
- Assist with the tracking and review of IT resources, workload, time and/or expenditures.
- Assist in check-out and inventory reconciliation of equipment.
- Perform program librarian functions.

15%	Other
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- Distribute mail, respond to phone calls, make photocopies, and shred confidential documents.
- Help keep work areas and equipment clean, orderly, and in good repair.
- Move, arrange, collect, and/or package job related materials.
- Crouching, standing, kneeling, and lifting, up to 50 pounds, is required.
- Occasional travel to other Department work locations is required.
- Perform other related duties as required.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____